Walsh

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WORK EXPERIENCE

████████████████████   **May 2024 – Present**

System Administrator   ███████ *NY*

- Managed large-scale, enterprise level virtual infrastructure consisting of two server clusters with five ESXi hosts each. Utilized VMware vSphere and Horizon to administer nearly 200 virtual machines ranging from Domain Controllers to production equipment interfaces.
- Rolled out and administered KnowBe4 simulated phishing campaigns and training for all employees across the US and Europe based on department and risk level. Developed PowerShell scripts to ensure all users are in relevant Active Directory groups to participate and report if users are not.
- Configured and maintained network infrastructure in an enterprise environment that included both Cisco and Fortinet switches and firewalls.
- Managed user authorizations and T-code requests within our SAP ERP environments ensuring proper access control. Conducted transports for moving configuration and system changes between SAP environments.
- Sole technical lead on project to transition to SAP SuccessFactors HR system with ADP integration. Worked closely with implementation consultants to ensure project progress and key technical deliverables were met.

██████████████████████   **September 2023 – May 2024**

Desktop Support Specialist   ███████ *NY*

- Enrolled, configured, and deployed iOS and Windows devices via Microsoft Intune MDM solution. Created unique groups which attributed certain applications and policy to users based on job scope. Streamlined Intune enrollment profiles to minimize employee downtime and ensure business continuity.
- Employed Microsoft Entra to manage user identity and authorization. Duties included creating new users, attributing licenses based on job role, and configuring authentication methods.
- Utilized Datto RMM to monitor, manage and remotely troubleshoot end user devices. Implemented Datto components to run scripts that automated tasks such as installing or updating drivers and software.

████████████████████   **May 2023 – September 2023**

Information Technology Intern   ███████ *NY*

- Utilized Vitec IPTV portal to manage IPTVs located across Saratoga Racecourse. Assisted in transition to Vitec IPTV boxes from Cisco DMP devices.
- Received and closed tickets through the Solar Winds Help Desk portal without breaching SLA.
- Utilized Active Directory to reset and unlock accounts and also Duo 2FA administrator portals to create, configure and unlock Duo accounts.

EDUCATION

██████ **r University**   **In Progress**

B.S. in Information Technology   ███████ *NY*

- Returned to school to finish my degree in January of 2023. Expected graduation end of 2025.

CERTIFICATIONS, SKILLS & INTERESTS

- **Certifications:** CompTIA Security+, Microsoft Azure Fundamentals (AZ-900).
- **Skills:** SAP, VMware, PowerShell, Active Directory, Cisco, Fortinet, Microsoft Intune, Microsoft Entra, Datto RMM, Office365, Duo 2FA.